



Consumer Feedback Informing Practice

Presented by

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DHS

Improving Care For Older People Initiative

Shift in Culture to Person-Centred Care

- Involving Older People (OP) and Carers in their Care
- Emphasis on patient perspectives & needs
- Rethink regarding what we measure
 - → Care Measurement Framework



Objective

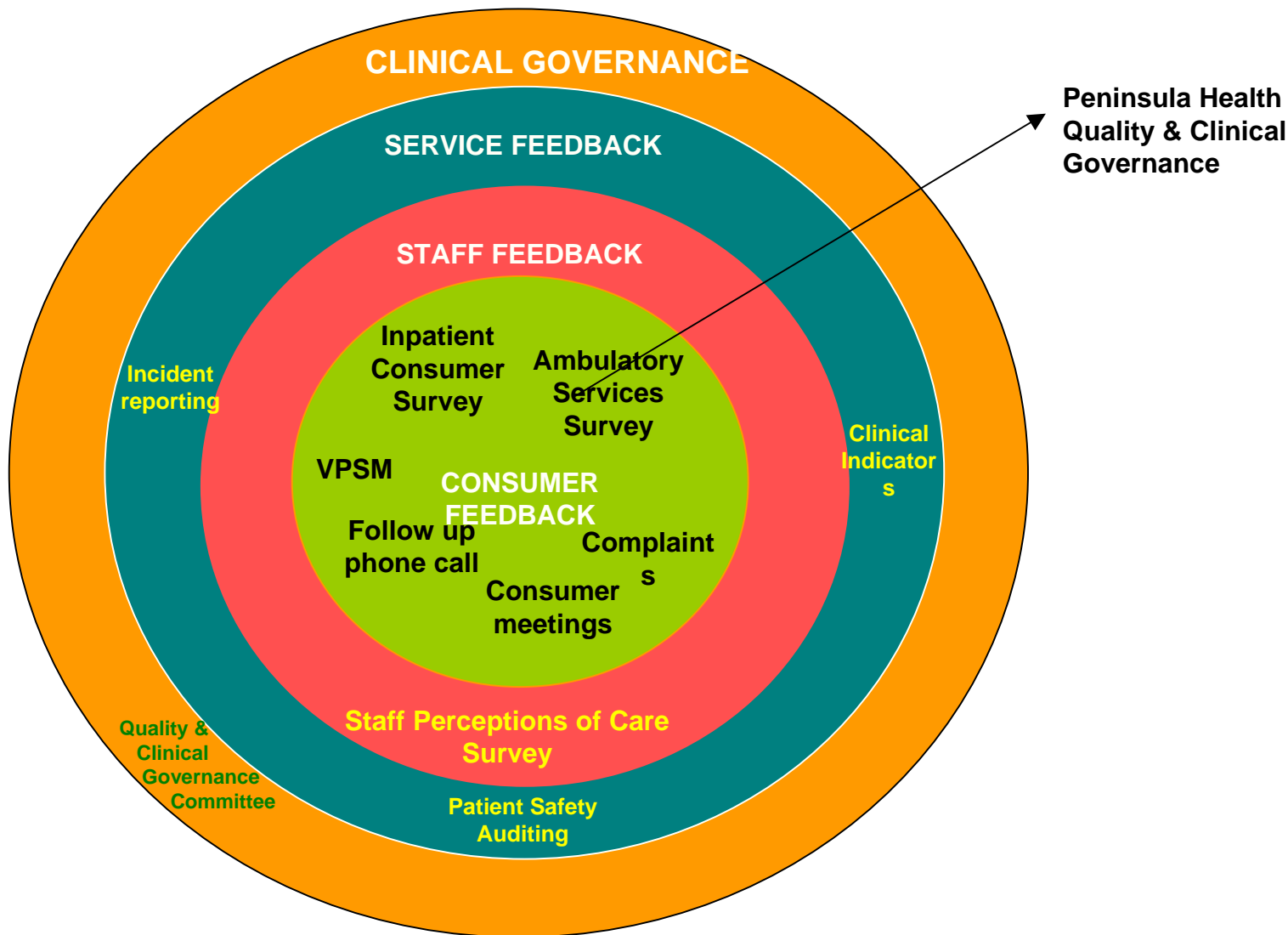
The development of robust systems to ensure

- the consumer is involved in care decisions
- The consumer can give feedback on care (needs & perspectives)
- Methods of measuring, monitoring and reporting are developed

and

- Actions are taken by the health services in response to this feedback.

CARE MEASUREMENT FRAMEWORK






Tools

INPATIENT

- Motel Card- 'Tell us about your stay'
- Victorian Patient Satisfaction Monitor
- Follow up telephone call
- Patient afternoon tea with executive

NON BED-BASED

- 9 non-bed based services
- Variable tools & quality
- Working group to develop standardised tool

 Rosebud Hospital,
Rehabilitation, Aged, Palliative
Care Services and Allied
Health.
Peninsula Health

TELL US ABOUT YOUR STAY

To assist us in improving our service we would be grateful if you could take a few moments to fill in this feedback form.

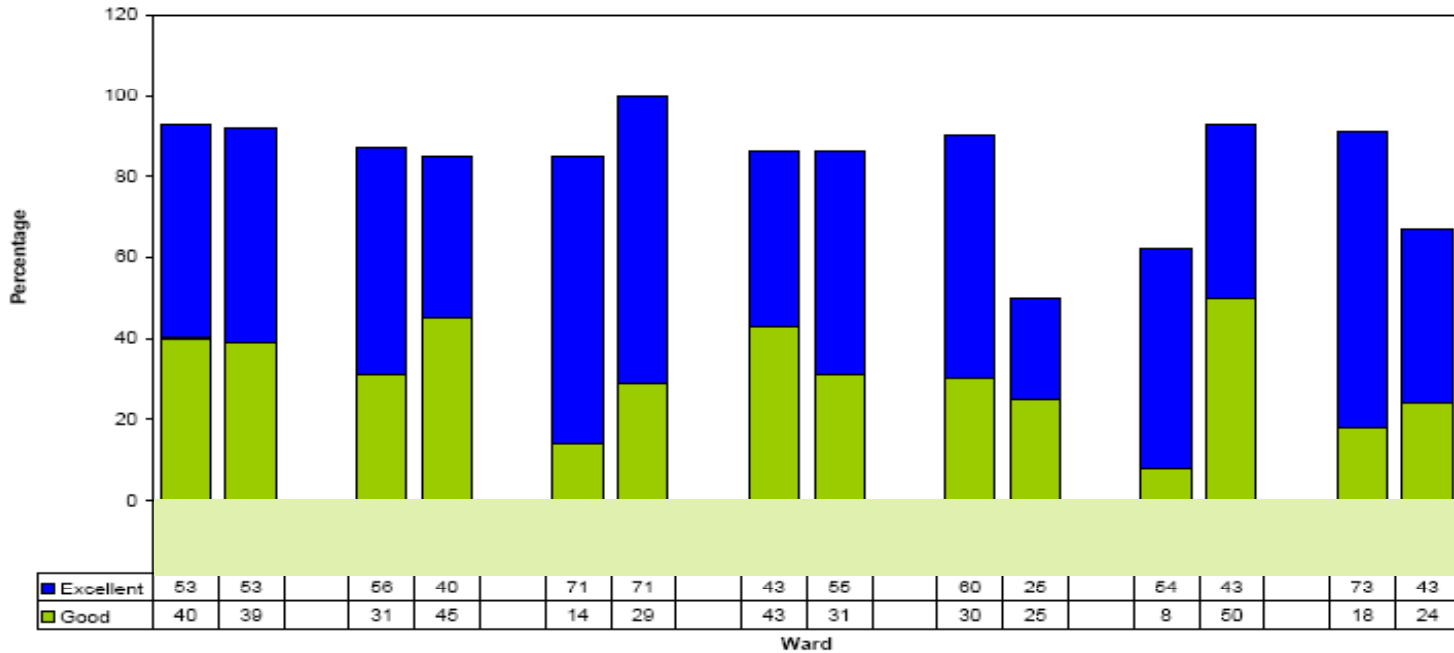
The following questions have responses that are numbered from 1 to 5. Please circle the most appropriate number

	Unsatisfactory	Poor	Satisfactory	Good	Excellent
	1	2	3	4	5
MEALS					
Quantity	1	2	3	4	5
Menu variety	1	2	3	4	5
Quality	1	2	3	4	5
Comments.....					
ROOMS					
Cleanliness	1	2	3	4	5
Equipment	1	2	3	4	5
Comfort	1	2	3	4	5
Comments.....					
COMMUNICATION					
Pre-Admission Information	1	2	3	4	5
Greeting / Orientation to the Ward	1	2	3	4	5
Communication by Nursing Staff	1	2	3	4	5
Communication by Allied Health Staff (eg Physiotherapist/ Social Worker)	1	2	3	4	5
Communication by Doctors	1	2	3	4	5
Comments.....					



Consumer Feedback Reports

Patients who rated Greeting to Ward as Good or Excellent
May-Aug05 vs Sep05-Feb06





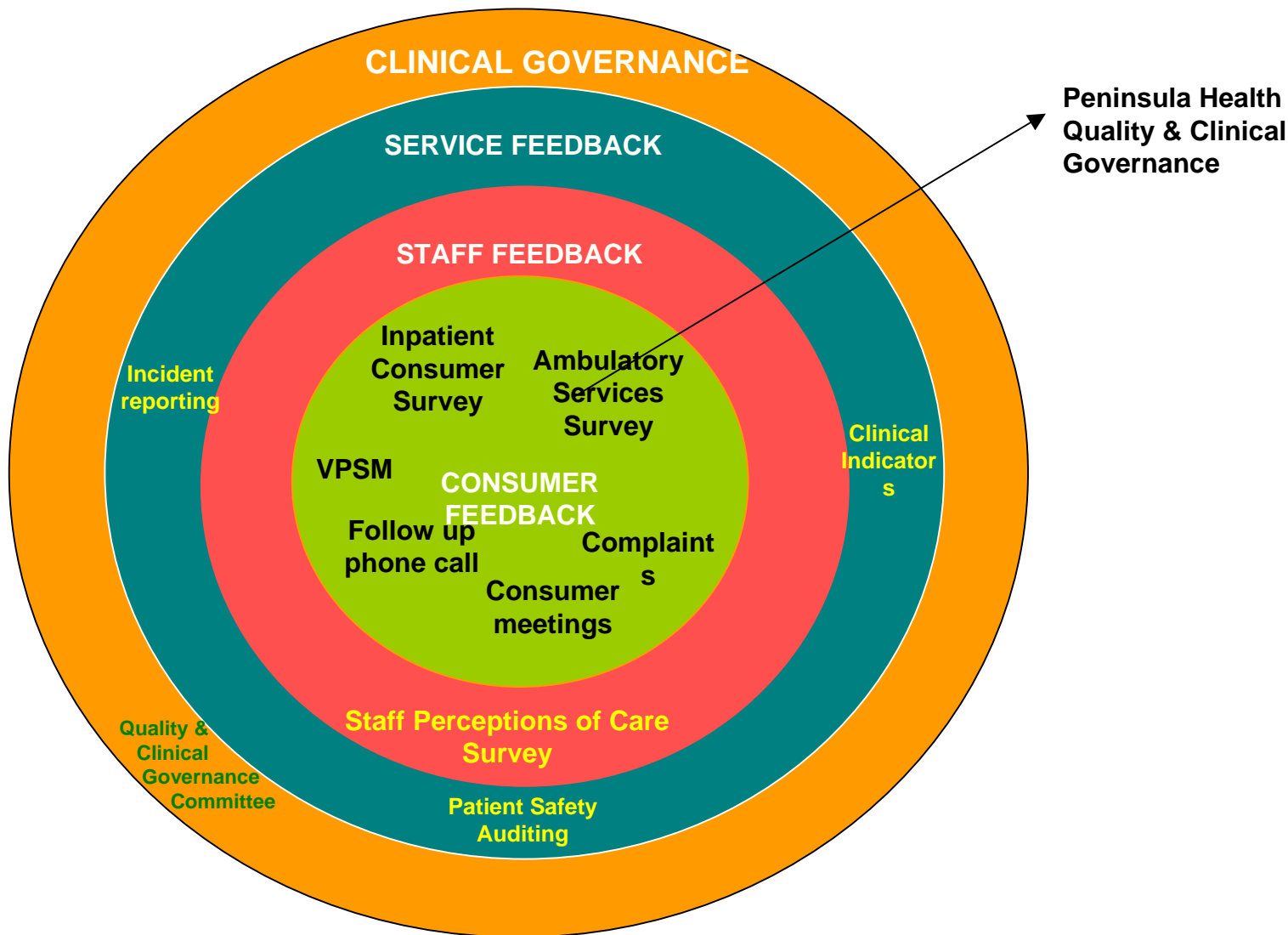
Outcomes

- Standardised tools (Inpatient & Non bed-based)
- Scheduled Collection, & Reporting of Data
- Centralised Collation
- Unit- based reports
- Cluster Reports- Quality & Clinical Governance
- Benchmarking across units
- Staff acknowledgement
- Consumer Liaison Portfolio Role



Service Measurement

CARE MEASUREMENT FRAMEWORK





Clinical Indicators

Agreement on Indicator Set

- Consultation with Staff
 - Meaningful
 - Measurable
 - Achievable

Clinical Indicators



CONTINUUM OF CARE

- Timely appointment of Key Liaison Person <1 working day

ACCESS

- % clients contacted within 3 working days- SACS
- Average waiting time for assessment <5 days-SACS

APPROPRIATENESS

- % Satisfaction with Care
- % reporting patient /family involvement in decision making
- % re-admissions back to Frankston Hosp from sub-acute
- Observed incidence of use of physical restraint

EFFECTIVENESS

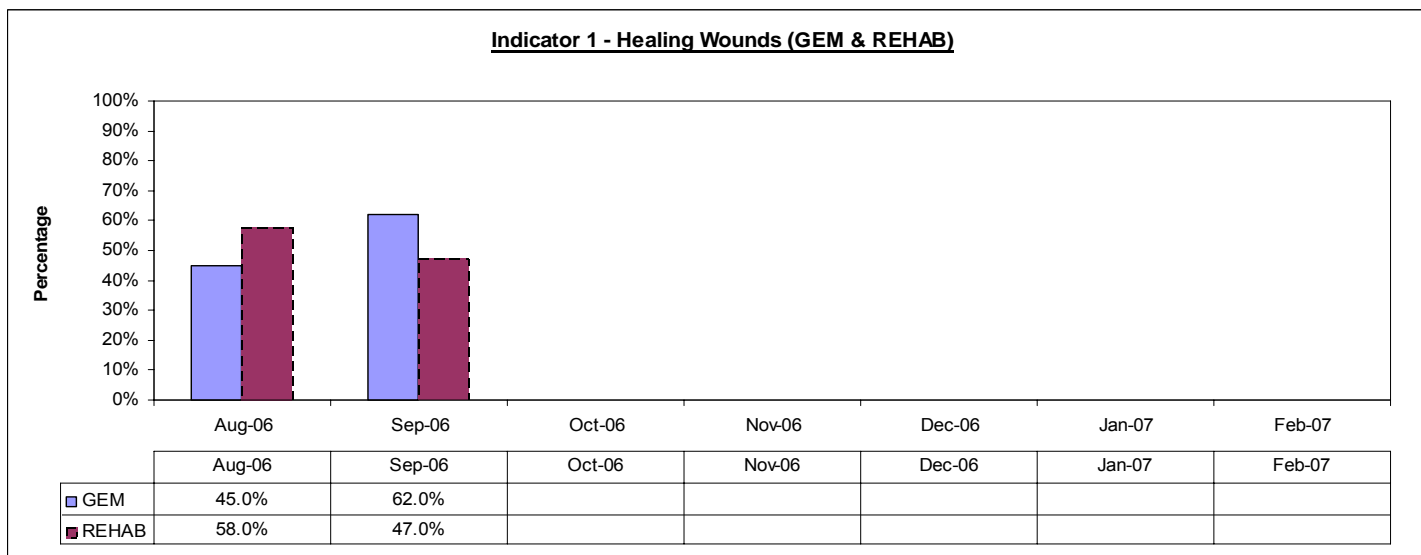
- Healing Wounds
- % average improvements in barthells
- % patients discharged home
- % residents with significant unplanned weight loss
- Perceived pain Improvement

PATIENT SAFETY

- Structured Medication Reviews
- Identification of Pressure Ulcers
- Patient Falls
- Patient Falls Requiring Intervention



Example



Explanation: This indicator measures the percentage of wounds documented as improving / healing on review assessment compared with initial assessment. This is a new outcome measure currently in pilot phase.

N= Number of healing/improving wounds

D= Number of wounds audited during the time period under study

Comment: Improved result of XX% (GEM) and XX%(Rehab) for September when compared with previous period. Target to be set at end of pilot period. **Example only data not accurately reflected**



Outcomes

- Clinical Indicator Workbook
- Scheduled Collection of Data
- Routine Reporting
- Regular Monitoring
- Requirement for Action Plans- response

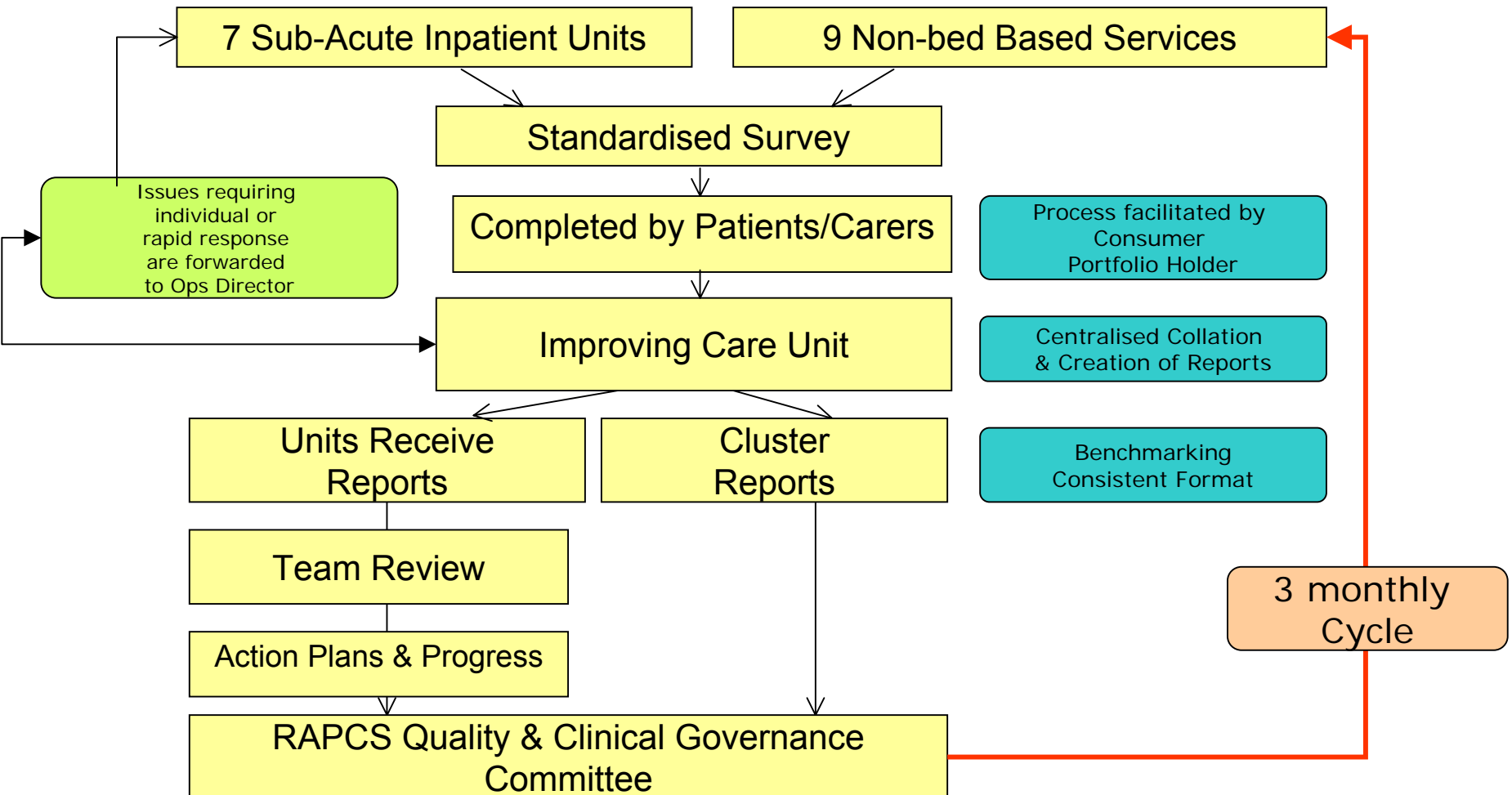




Clinical Governance

Consumer Feedback

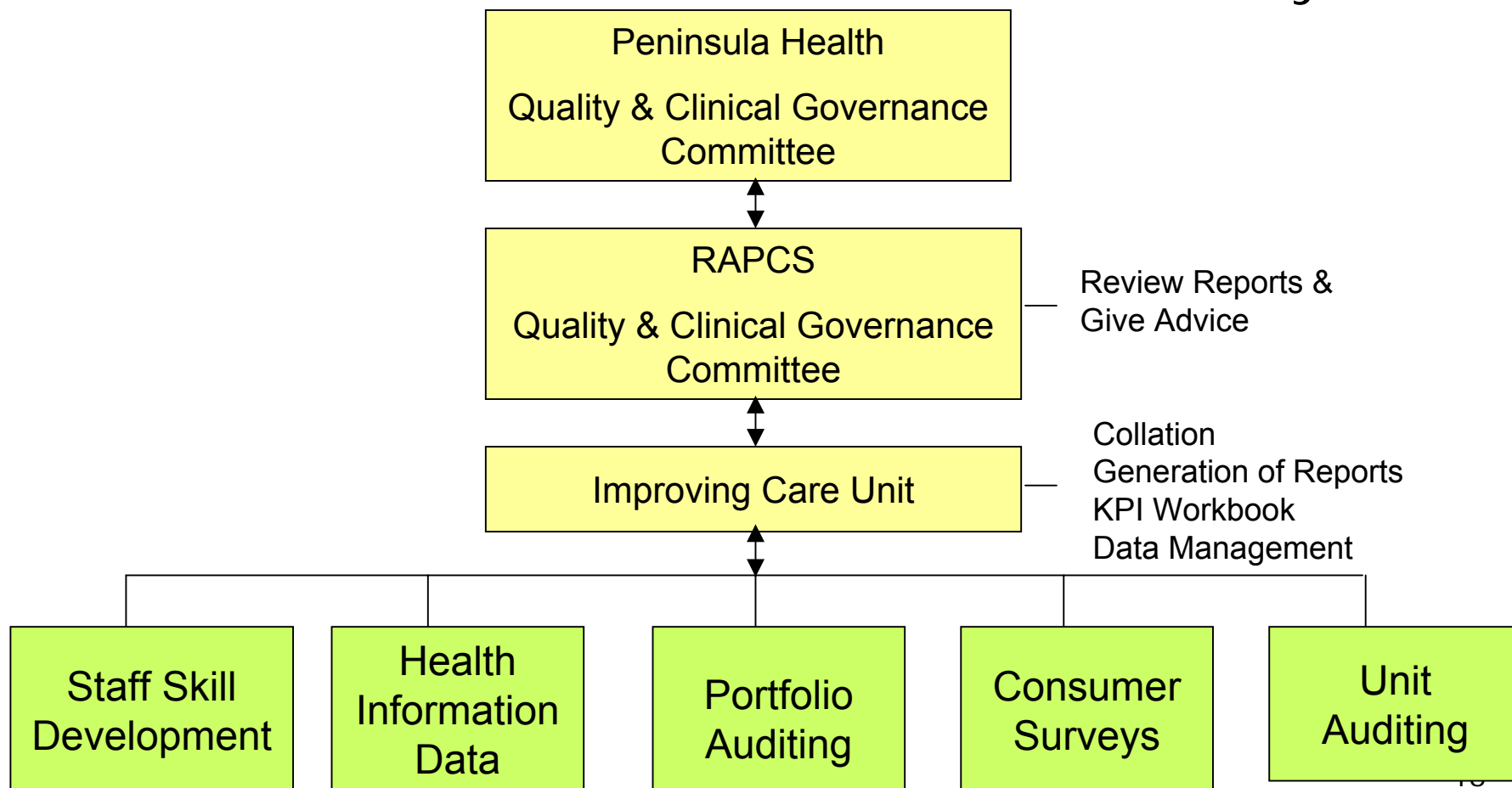
Informing Practice





Clinical Governance

- How do we drive this for sustainability?





Where We Are Now

- Care Measurement Framework
- Consumer Feedback Informing Practice
- Clinical Indicators -Person Centred
- Formalised Monitoring and Reporting of Data
- Clinical Governance Structure

